

Workplace Alaska

Class Specification Network Operations Center Supervisor

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Definition:

Manage all procedures related to the identification, prioritization, and resolution of end user requests, including the monitoring, tracking and coordination of Network Operations Center (NOC) functions. Ensures all support calls are routed appropriately, hardware and software resources achieve maximum availability, and local or wide area network issues are escalated to the affected network or applications analyst or appropriate escalation area. The development and maintenance of corporate-wide call support policy and escalation procedures are a significant part of the duties. The position is also responsible for daily and long term management of ARRC software and hardware assets.

Distinguishing Characteristics:

Examples of Duties:

- Design and enforce request handling and escalation policies and procedures in support of a centralized call center for corporate trouble call needs. Collaborate with other departments to identify support needs beyond traditional technology needs, and expand support in a phased approach to include other operational needs. Documentation of call procedures and escalation paths will require coordination with department heads and other levels of management in the development of Service Level Agreements (SLA's) and resolution procedures as well as roll-out to other operational areas of the NOC. Create, manage and enforce SLA's in consultation with end users to manage problem resolution expectations and timeframes.
- Supervise incoming Network Operations Center (NOC) call processing (via telephone, email, drop-ins, and as the result of quality checks or consultation with end-users) to insure proper prioritization, and escalation as well as courteous, timely, and effective resolution of end-user issues. Monitor, track, and coordinate Helpdesk functions. Maintain and enforce call handling and escalation policies and procedures. Oversee development and dissemination of help sheets, usage guides, and FAQ lists for end users. Plan for and provide minimum NOC staffing levels to ensure efficient and effective user support. Provide activity and progress reports regarding NOC performance.
- Analyze NOC activities and documented resolutions, identify problem areas, devise and deliver solutions to enhance quality of service and prevent future issues. Monitor and test fixes to ensure problems have been adequately resolved. Track and analyze NOC request trends and create statistical reports for management. Propose system reconfiguration needs (minor or significant) to decrease calls or improve request resolution times. Define hardware standards in conjunction with network analysts and I/S management. Establish and maintain regular communications with Information Services management team.
- Create and manage Computer Equipment Specialist and Technician work schedules. Identify and assign user requests or project tasks to Computer Equipment Specialists and Technicians. Plan, coordinate, and direct after hours work schedules to ensure efficient use of time, effective user support, and efficient request resolution. Conduct performance reviews and corrective action as necessary.
- Train, coach, and mentor NOC Computer Equipment Specialists and Technicians. Develop and implement NOC staff training plans. Oversee the development, implementation, and administration of help desk staff training procedures and policies.
- Track and analyze trends in Help Desk requests and generate statistical reports. Identifies and recommends end user training programs to increase computer literacy and self-sufficiency.
- Contribute to team effort by performing other duties as assigned.

Knowledge, Skills and Abilities:

FACTOR 1: Technical and Operational Knowledge

Bachelor's degree in Computer Science or Management Information Systems (MIS) and two years of supervisory experience in a Network Operations Center (NOC). Substitution: Four years of progressively responsible professional experience in an Information Technology environment and two years of experience supervising NOC or Helpdesk work teams. Must have proven track record of developing and delivering Service Level Agreements and Helpdesk deliverables. Strong interpersonal written and oral communications skills required. Must be proficient in the use of word processing, spreadsheet, and project scheduling software (Word, Excel, and Project preferred). Must have solid relationship management and performance management skills, as well as a thorough understanding of Helpdesk and NOC functions in support of a larger corporate entity. Knowledge and skill required to develop NOC and Helpdesk documentation, procedures,

schedules and guidance to Computer Equipment Specialists and Technicians as they deliver hardware and software installations and support to the organization. Knowledge and skill required to review, evaluate, and recommend desktop hardware selection and acquisition.

FACTOR 2: Analytical Skills & Impact

Analytical skills required to design, execute, and evaluate Service Level Agreements (SLA) against corporate requirements. SLA's are evaluated in terms of performance against SLA levels or criteria. Uses seasoned judgment when responding to competing deadlines or issues. Considers all ramifications when prioritizing NOC calls and requests, scheduling technician time to minimize technology impacts to the organization. Must be able to effectively prioritize and execute tasks in a high-pressure environment while maintaining exceptional customer service levels. Ability to conduct research into a wide range of computing issues as required. Must have the ability to present ideas in user-friendly language to non-technical staff and end users. Ability to motivate and direct staff members and subordinates.

FACTOR 3: Supervision and Control

Supervises non-exempt positions to include Computer Equipment Specialists and Computer Equipment Technicians. Monitors NOC operating and capital budget. Determines appropriate work levels for after hours team, measures output against those levels, and manages off-hour staff members accordingly. After hour team accomplishments are measured via work orders entered into Helpdesk database and department goals.

FACTOR 4: Communication

Communicates orally and in writing with ARRC employees representing all levels of the organization and various departments to ensure stable network technology is delivered across the organization, system issues are resolved efficiently and effectively, and I/S staff members develop software and hard solutions or system improvements. Collaborates with other departments to identify support needs beyond traditional technology needs. Requires coordination and negotiations with department heads and other levels of management in the development of Service Level Agreements (SLA's), and resolution procedures, as well as roll-out to other operational areas of the NOC. The purposes of the communications are to explain and inform, solicit information, and persuade individuals.

FACTOR 5: Working Conditions

Position is located in Anchorage in a corporate office environment.

Minimum Qualifications:

Bachelor's degree in Computer Science or Management Information Systems (MIS) and two years of supervisory experience in a Network Operations Center (NOC). Substitution: Four years of progressively responsible professional experience in an Information Technology environment and two years of experience supervising NOC or Helpdesk work teams, a total of six years of experience. Must have proven track record of developing and delivering Service Level agreements and Helpdesk deliverables. Strong written and oral communications skills required. Must be proficient in the use of word processing, spreadsheet, and project scheduling software (Word, Excel, and Project preferred).

Required Job Qualifications:

(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)

Special Note:

Minimum Qualification Questions:

Did you answer "yes" to all of the above questions?